IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Letters Patent of:
Kevin J. McPartlan et al.

Patent No.: 7,568,001

Issued: July 28, 2009

For: ESCALATED HANDLING OF NON-
     REALTIME COMMUNICATIONS

REQUEST FOR CERTIFICATE OF CORRECTION
PURSUANT TO 37 CFR 1.323

Attention: Certificate of Correction Branch
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Upon reviewing the above-identified patent, Patentee noted typographical errors which should be corrected.

In the specification:

Column 17 Line 35, delete the portion of text reading "to apeak of" and replace with --to speak of--.

Column 17, Line 40, delete the portion of text reading "pr a produce" and replace with --to produce--.

Column 18, Line 20, delete the portion of text reading "ir a self-service" and replace with --or self-service--.

Column 30 Line 61, delete the portion of text reading "placement an d" and replace with --placement and--.
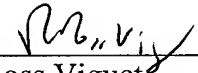
Column 34, Line 1, delete the portion of text reading "memory x59" and replace with --memory 59--.

The errors were found in the application as filed by applicant. The errors now sought to be corrected are inadvertent typographical errors the correction of which does not involve new matter or require reexamination. Therefore, transmitted herewith is a proposed Certificate of Correction affecting such amendment. Patentee respectfully solicits the granting of the requested Certificate of Correction.

Pursuant to 37 C.F.R. § 1.20(a), the fee of $100.00 will be covered by a credit card payment for providing a Certificate of Correction for Applicant's mistake. Please charge any fees required or credit any overpayment to Deposit Account 06-2380 under Order No. 47524/P152CP1/10613139 during the pendency of this Patent pursuant to 37 C.F.R. 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees.

Dated: August 4, 2009   Respectfully submitted,

By _____
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CERTIFICATE OF CORRECTION

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PATENT NO.   :   7,568,001

APPLICATION NO. :   10/633,018

ISSUE DATE   :   July 28, 2009

INVENTOR(S)   :   Kevin J. McPartlan et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

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